

CLAIMS

1. (Currently Amended) A method implemented on a data processing system, the method comprising:
 - storing, in a database coupled to the data processing system, information about a set of service providers, the information including a service offer from each of the service providers to provide a separate service to customers over a communication connection provided by the data processing system and a price specified by a respective service provider for the service;
 - providing, by the data processing system, a list of service providers, based on the information stored in the database, to a service seeker via an internet connection, the list indicating individually service offers from the list of service providers and whether each service provider in the list of service providers is currently available to provide live advice to the service seeker at a time when the service seeker is viewing the list;
 - receiving, by the data processing system from a service seeker, an appointment request for a live advice communication with a selected service provider during a service seeker specified appointment time, after the service seeker selects the selected service provider from the list;
 - communicating, by the data processing system, with the selected service provider to determine whether the selected service provider is available during the service seeker specified appointment time;
 - scheduling, by the data processing system, a live advice communication appointment between the service seeker and the selected service provider, after the selected service provider accepts the appointment request;
 - at the service seeker specified appointment time, initiating by the data processing system a first real time communication connection with the selected service provider;
 - establishing, by the data processing system, a second real time communication connection with the service seeker;

after establishing the first real time communication connection with the selected service provider,
connecting the first and second real time communication connections by the data processing system to allow the selected service provider to provide live advice to the service seeker at the scheduled appointment,
monitoring, by the data processing system, time spent on the live advice, and billing, by the data processing system, the service seeker on behalf of the selected service provider based on the time spent on the live advice; and
if at the service seeker specified appointment time the selected service provider is unavailable for the first real time communication connection,
identifying, by the data processing system, a relevant field of service of the selected service provider based on the information stored in the database,
determining, by the data processing system, a highest ranking service provider in the relevant field of service as an alternative to the selected service provider when the selected service provider is unavailable, and
connecting, by the data processing system, the service seeker to the highest ranking service provider in the relevant field of service,
wherein the highest ranking service provider is identified, by the data processing system, based on a quantitative rating system.

2-3. (Canceled)

4. (Previously Presented) The method of claim 1, wherein scheduling the appointment request further comprises:
requesting a deposit from the service seeker;
once the deposit is received from the service seeker, verifying a telephone number of the service seeker; and
once the service seeker telephone number is verified, sending an appointment request confirmation to the service seeker.

5. (Original) The method of claim 1, wherein scheduling the live advice communication appointment further comprises:
determining whether an appointment acceptance is received from the selected service provider;
once the appointment acceptance is received from the selected service provider, sending an appointment confirmation to the service seeker; and
sending an appointment confirmation to the selected service provider.
- 6-7. (Canceled)
8. (Previously Presented) The method of claim 1, further comprising:
once the real time communication between the service seeker and the highest ranking service provider is complete, providing the service seeker with a gift from the selected service provider.
9. (Previously Presented) The method of claim 1, further comprising:
when the selected service provider is engaged in a separate live advice communication during the service provider system communication connection, notifying the selected service provider of the scheduled advice communication appointment;
receiving a response from the selected service provider to accept/reject the appointment notification;
when the selected service provider accepts the appointment notification, terminating the live advice communication with a current service seeker; and
once the advice communication is terminated, separately establishing a real time communication connection between the selected service provider and the service seeker for a live advice communication.
10. (Previously Presented) The method of claim 1, wherein scheduling the appointment request further comprises:
generating a service seeker appointment alert within an appointment screen of the selected service provider, wherein the appointment screen includes a list of each

service provider accepted appointment and a list of alerts for each pending appointment requests received by the selected service provider.

11-20. (Canceled)

21. (Currently Amended) A nontransitory computer readable storage medium embodying instructions, the instruction causing a data processing system to perform a method, the method comprising:
- storing, in a database coupled to the data processing system, information about a set of service providers, the information including a service offer from each of the service providers to provide a separate service to customers over a communication connection provided by the data processing system and a price specified by a respective service provider for the service;
 - providing, by the data processing system, a list of service providers, based on the information stored in the database, to a service seeker via an internet connection, the list indicating individually service offers from the list of service providers and whether each service provider in the list of service providers is currently available to provide live advice to the service seeker at a time when the service seeker is viewing the list;
 - receiving, by the data processing system from a service seeker, an appointment request for a live advice communication with a selected service provider during a service seeker specified appointment time, after the service seeker selects the selected service provider from the list;
 - communicating, by the data processing system, with the selected service provider to determine whether the selected service provider is available during the service seeker specified appointment time;
 - scheduling, by the data processing system, a live advice communication appointment between the service seeker and the selected service provider, after the selected service provider accepts the appointment request;
 - at the service seeker specified appointment time, initiating by the data processing system a first real time communication connection with the selected service provider;

establishing, by the data processing system, a second real time communication connection with the service seeker;

after establishing the first real time communication connection with the selected service provider,

connecting the first and second real time communication connections by the data processing system to allow the selected service provider to provide live advice to the service seeker at the scheduled appointment,

monitoring, by the data processing system, time spent on the live advice, and billing, by the data processing system, the service seeker on behalf of the selected service provider based on the time spent on the live advice; and

if at the service seeker specified appointment time the selected service provider is unavailable for the first real time communication connection,

identifying, by the data processing system, a relevant field of service of the selected service provider ~~base~~ based on the information stored in the database,

determining, by the data processing system, a highest ranking service provider in the relevant field of service as an alternative to the selected service provider when the selected service provider is unavailable, and

connecting, by the data processing system, the service seeker to the highest ranking service provider in the relevant field of service,

wherein the highest ranking service provider is identified, by the data processing system, based on a quantitative rating system.

22-23. (Canceled)

24. (Previously Presented) The computer readable storage medium of claim 21, wherein scheduling the appointment request further comprises:
- requesting a deposit from the service seeker;
- once the deposit is received from the service seeker, verifying a telephone number of the service seeker; and

once the service seeker telephone number is verified, sending an appointment request confirmation to the service seeker.

25. (Original) The computer readable storage medium of claim 21, wherein scheduling the live advice communication appointment further comprises:
determining whether an appointment acceptance is received from the selected service provider;
once the appointment acceptance is received from the selected service provider, sending an appointment confirmation to the service seeker; and
sending an appointment confirmation to the selected service provider.
- 26-27. (Canceled)
28. (Previously Presented) The computer readable storage medium of claim 21, further comprising:
once the real time communication between the service seeker and the highest ranking service provider is complete, providing the service seeker with a gift from the selected service provider.
29. (Previously Presented) The computer readable storage medium of claim 21, further comprising:
when the selected service provider is engaged in a separate live advice communication during the service provider system communication connection, notifying the selected service provider of the scheduled advice communication appointment;
receiving a response from the selected service provider to accept/reject the appointment notification;
when the selected service provider accepts the appointment notification, terminating the live advice communication with a current service seeker; and
once the advice communication is terminated, separately establishing a real time communication connection between the selected service provider and the service seeker for a live advice communication.

30. (Previously Presented) The computer readable storage medium of claim 21, wherein scheduling the appointment request further comprises:
generating a service seeker appointment alert within an appointment screen of the selected service provider, wherein the appointment screen includes a list of each service provider accepted appointment and a list of alerts for each pending appointment requests received by the selected service provider.
- 31-45. (Canceled)
46. (Currently Amended) A system comprising:
a memory to store a database of information about a set of service providers, the information including a service offer from each of the service providers to provide a separate service to customers over a communication connection provided by the data processing system and a price specified by a respective service provider for the service; and
a processor coupled to the memory to:
provide a list of service providers, based on the information stored in the database, to a service seeker via an internet connection, the list indicating individually service offers from the list of service providers and whether each service provider in the list of service providers is currently available to provide live advice to the service seeker at a time when the service seeker is viewing the list;
receive, from a service seeker, an appointment request for a live advice communication with a selected service provider during a service seeker specified appointment time, after the service seeker selects the selected service provider from the list;
communicate with the selected service provider to determine whether the selected service provider is available during the service seeker specified appointment time;

schedule a live advice communication appointment between the service seeker and the selected service provider, after the selected service provider accepts the appointment request;
at the service seeker specified appointment time, initiate a first real time communication connection with the selected service provider;
establish a second real time communication connection with the service seeker;
after establishing the first real time communication connection with the selected service provider,
connect the first and second real time communication connections to allow the selected service provider to provide live advice to the service seeker at the scheduled appointment,
monitor time spent on the live advice, and
bill the service seeker on behalf of the selected service provider based on the time spent on the live advice; and
if at the service seeker specified appointment time the selected service provider is unavailable for the first real time communication connection,
identify a relevant field of service of the selected service provider based on the information stored in the database,
determine a highest ranking service provider in the relevant field of service as an alternative to the selected service provider when the selected service provider is unavailable, and
connect the service seeker to the highest ranking service provider in the relevant field of service,
wherein the highest ranking service provider is identified, by the data processing system, based on a quantitative rating system.

47. (Previously Presented) The system of claim 46, wherein the processor is to further:
request a deposit from the service seeker;
once the deposit is received from the service seeker, verify a telephone number of the service seeker; and

once the service seeker telephone number is verified, send an appointment request confirmation to the service seeker.

48. (Previously Presented) The system of claim 46, wherein the processor is to further: determine whether an appointment acceptance is received from the selected service provider;
once the appointment acceptance is received from the selected service provider, send an appointment confirmation to the service seeker; and
send an appointment confirmation to the selected service provider.
49. (Canceled)
50. (Previously Presented) The system of claim 46, further comprising:
once the real time communication between the service seeker and the alternate service provider is complete, the third unit is to provide the service seeker with a gift from the selected service provider.